

MEETING MINUTES
STATE CONSUMER AND FAMILY ADVISORY COMMITTEE
February 10, 2005

Present: Jere Annis, Carl Britton-Watkins, Terry Burgess, Zack Commander, Sandy DuPuy, Kathleen Herr, Ron Huber, Ed Masters, Doug Michaels, Ellen Perry, Barbara Richards, Amelia Thorpe and Betty Stanberry.

Absent: Pete Clary and Cody Ferrell.

Resigned: Katie Sawyer.

DHHS Staff Present: Yolanda Hunter, Cathy Kocian, Mike Moseley, Chris Phillips, and Ann Remington.

Guests: Dennis Knasel and Ellen Russell.

1. Welcome and Introductions

- “ The written resignation of Katie Sawyer was accepted by the committee. The Chair will send a written notification to Secretary Carmen Hooker-Odom.

2. Approval of Agenda and Minutes

- “ The agenda was approved with changes.
- “ The January 2005 minutes were approved with changes.

3. Communication Bulletin #30 (*Policy for Consumer Complaints to an Area Program/Local Management Entity*)

- “ Ron Huber, SCFAC member, presented a line-by-line account of the SCFAC recommendations on Communication Bulletin #30 to the Executive Leadership Team (ELT) in Raleigh on January 25, 2005. Stuart Berde and Chris Phillips were on hand to offer additional comments and answer questions from ELT members present.

4. Division of Medical Assistance (DMA)

- “ Carol Robertson, Section Chief of Behavioral Health, works within the DMA Clinical Policy and Programs Section. Carol presented information regarding DMA and their role in policy development which includes Service Definitions. The DMA administers Medicaid and Health Choice (services for children). Medicaid is a health insurance program for certain low-income and needy people paid with federal, state and county dollars. It covers more than 1 million people in our state, including children, the aged, blind and/or disabled and people who are eligible to receive federally assisted income maintenance payments.
- “ DMA is comprised of five sections: Clinical Policy, Managed Care, Program Integrity, Recipient Services and Provider Relations, and Finance. In order to allow greater physician involvement, the Clinical Policy Section is legislatively exempt from the Rule making process.
- “ The Physician's Advisory Group (PAG) is a group of physicians authorized by the General Assembly to advise DMA on issues of medical coverage policy. Members of PAG are chosen based on experience and expertise.

- .. Waivers (i.e. 1915 b and 1915 c) must be processed by DMA for approval. Waivers are then sent directly to the Center for Medicare and Medicaid Services (CMS) Regional Office in Atlanta for approval. CMS has 90 days to approve/deny the waivers unless CMS has questions, then the time clocks stops in order for CMS to receive further information.
- .. The new substance abuse service definitions follow the American Society of Addiction Medicine (ASAM) criteria which defines levels of care. All substance abuse policies are also reviewed by PAG.
- .. DHHS-DMH presented the Service Definitions to stakeholders, consumers and family members prior to compiling a final document for DMA review. After the DHHS Secretary approves the definitions, the next step is to submit them to CMS for approval. The draft Service Definitions are available and may be accessed via www.dhhs.state.nc.us/dma (click on “Provider Link” and click “Proposed Policies”).
- .. Once Service Definitions become available on the web, Kathleen Herr will send out a notice to SCFAC members requesting final feedback. Kathleen will then draft a letter compiling SCFAC responses and submit to appropriate Division Staff.

5. Continuation of Work Plan Priorities

- .. SCFAC members have volunteered to work on priorities identified by the committee.
 1. Develop Provider and LME Report Cards (*State Plan 2004*-p. 58) – The contact person is Sandy DuPuy.
 - Terry Burgess, Zack Commander and Amelia Thorpe.
 2. Continue Quality Improvement Efforts to Assure Model Fidelity of Supports and Services (*State Plan 2004*- p. 54) – The contact person is Kathleen Herr.
 - Ed Masters, Betty Stanberry and Carl Britton-Watkins.
 3. Advance the Opportunities for People with Disabilities and their Families to Influence the Full Range of System – From Policy Leadership to More Discrete Operations (*State Plan 2004*- p. 47) – The contact person is Ron Huber.
 - Pete Clary and Doug Michaels.
 4. Continue research, dissemination and implementation of new best practices (*State Plan 2004*- p.54) – The contact person is Barbara Richards.
 - Cody Ferrell and Ellen Perry.
 5. *State Plan 2005*
 - The SCFAC will work on this as a group project.
- .. Sub-committees will develop a strategy to address their assigned priority and the SCFAC Chair will act as an ad hoc member to each group.
- .. To ensure effective communication on these projects, Chris Phillips will verify the Division contact person(s) responsible for each priority. Chris will then submit those names to the SCFAC staff liaison to distribute to SCFAC contacts.

6. Recruitment of New Members

- .. Secretary Carmen Hooker-Odom has approved the classification change from Adolescent to “Youth age 16-25.”
- .. At this time, there is a need to fill the following SCFAC positions:

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- A youth, DD consumer, age 16-25,
 - A youth, SA consumer, age 16-25,,
 - A youth, age 16-25 with co-occurring disorders,
 - A family member of an adult consumer with a co-occurring disorder,
 - A family member of a minor with a substance abuse disorder and
 - An adult consumer with a co-occurring disorder.
- ◆ Currently, there are two vacant at-large positions. Therefore, the remaining four applicants for these vacant positions must be members of local CFACs. Nominations will continue to be accepted until all vacant positions are filled.

7. Public Comment Time

- .. Carl Britton-Watkins gave an update on the Workforce Development project that is headed by Joan Kaye, Communications and Training Team. Carl requested that SCFAC members provide him with feedback concerning gaps in service.

8. Division Update

- .. Mike Moseley, Division Director MH/DD/SAS, expressed sincere gratitude to the SCFAC for their commitment, time and feedback on Communication Bulletin #30. Mike expressed his continued support for SCFAC and said that he was pleased that a SCFAC designee will be attending ELT monthly.
- .. Last fall, Mike Moseley set a goal to visit all thirty-three LME's and fifteen state facilities in order to get an understanding of the critical issues across the state. On Wednesday, February 9, 2005, Mike successfully completed his last visit. The majority of LME's seem to be moving forward with a positive and progressive business plan.
- .. It is the goal of Division staff to have the Service Definitions reviewed by Secretary Hooker-Odom on Monday, February 14, 2005. The service definitions will allow the State to implement new Medicaid funded models of service that have been proven, through research and demonstration, to produce positive treatment outcomes for consumers. Upon approval of the Secretary, the Service Definitions will be submitted to the Centers for Medicare and Medicaid Services (CMS) for approval.
- .. The Service Definition drafts have been continually published on the Division website to allow consumers, family members, LME and provider staff ample opportunity to review and provide input to the Divisions of Medical Assistance and MH/DD/SAS.
- .. The Division is presently making arrangements to provide consumers and family members with Service Definition Training. It is the Division's intent to have an interactive two-way videoconference which will be provided at various community colleges and other sites across the state.
- .. The SCFAC requested that the Division provide a four-to-six week notice of the Service Definition training to consumers and family members. It was also recommended that a day and an evening session be offered to accommodate everyone interested in attending.

9. Communication Protocol

- .. Sandy DuPuy will attend the ELT meeting on February 22, 2005. The SCFAC has been actively reviewing State Plan 2004 and the ELT will receive updated information on SCFAC Work Plan Priorities.

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- .. Communication will occur among SCFAC members between meetings to formulate input and/or make recommendations to be approved at their subsequent SCFAC meeting.

10. Next Meeting

- .. The SCFAC Chair will develop the March Agenda. It was suggested to increase the public comment period due to the change in venue to Charlotte for next month's meeting. Since all LMEs will eventually be required by the State to attain national accreditation, Sandy DuPuy offered to have someone from the Mecklenburg LME do a presentation on the process for national accreditation that Mecklenburg completed for NCQA (National Committee on Quality Assurance) accreditation.
- .. The next meeting is scheduled for March 10, 2005 from 9:30 A.M.-3:30 P.M. and will be held at Mecklenburg County Area Mental Health, Developmental Disabilities, Substance Abuse Authority, 429 Billingsley Road, Charlotte, NC 28211.

11. March Meeting Agenda

- .. Approval of the Agenda.
- .. Approval of February's minutes.
- .. Old and New Business.
- .. Priorities discussion and meeting of sub-committees.